

# MITOS™ - The New Best Practice in Managed IT Services

Support  
Planning  
Integration  
Reliability  
Scalability  
Best Practice  
Accountability  
Maintenance  
Optimization  
Security



## Discover the MITOS™ Advantage

MITOS™ (Managed Information Technology & Output Services) is a core suite of managed services, encompassing best practices for the delivery of information technology (IT) and output management for business. MITOS incorporates a tight integration of two traditionally disparate and highly specialized business disciplines - *Managed Network Services (MNS)* and *Managed Print Services (MPS)* - to provide a comprehensive solution for optimizing the management of the entire IT infrastructure, including all assets, costs, maintenance and planning for businesses of all sizes.

*Business leaders are demanding greater visibility of the linkage between IT investments and business results. Budgets continue to be scrutinized closely, with zero tolerance for waste. They increasingly demand that IT enhance the business rather than just enhancing technology. Meanwhile, demand is driving the introduction of new technologies that IT is not yet fully equipped to handle. To top it all off, IT must respond to all of these demands while balancing security against access to meet the expectations of individuals who are more technology-savvy than ever before.*

*Gartner – Predicts 2011: IT Opens Up to New Demands and New Outcomes*

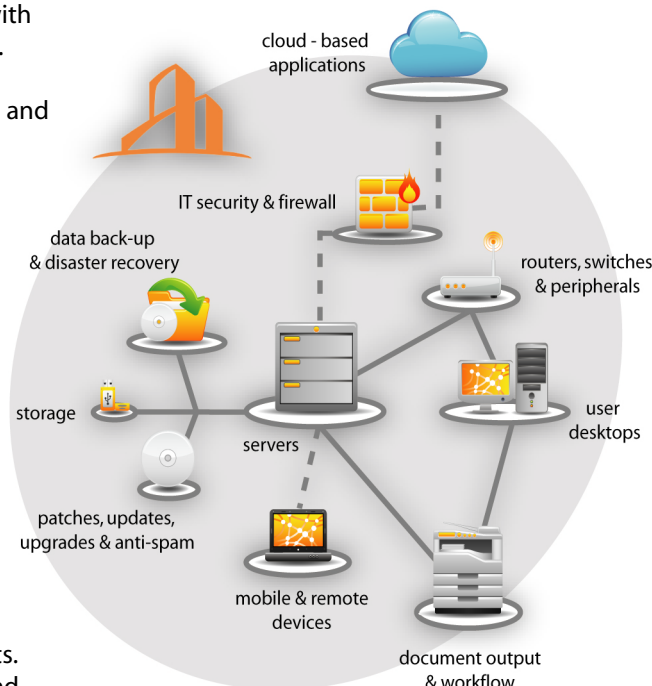
## Making IT Work for Business vs. Being in the Business of IT Work

Although managing IT isn't a core competence of most organizations, technology itself has become an extremely critical component of operations and customer delivery for most businesses – large and small. And while IT has grown in importance, it's also grown exponentially more complex to manage and laden with potential risks to the business it serves.

MITOS encompasses the management and optimization of all facets of the IT infrastructure and function within an integrated, focused and consolidated services offering – delivered by subject matter experts as a core competence.

Whether used to completely outsource the IT function, or to augment existing IT resources, MITOS enables organizations to insure optimal IT performance.

MITOS features monitoring and management capabilities for the full spectrum of IT operations, including infrastructure, systems, assets and costs. From help desk support for desktop and mobile devices, to central hardware, storage, system maintenance and security, and document output and workflow, all major components are monitored for performance, proactively updated and managed to avoid common issues, in addition to providing fixes and quickly restoring order when issues do occur.



## More than Just Uptime

MITOS means more than system uptime and performance management, it's about the proactive alignment of IT infrastructure, resources, costs and operations with the specific needs of the business, while substantially reducing business vulnerabilities and risks that reside in IT.

The definition of a "disaster" now includes far more prevalent and potentially hazardous threats than things like earthquakes and fires, such as viruses, malware, information theft, etc., that exist from both outside and within the organization.

Many of these risks can be largely mitigated by proactively managing security products, patches, policies, and processes, as well as by insuring that administration and documentation is kept up to date and doesn't reside only in the head of a single individual.

Disaster preparedness is the first step to diminishing risk, but disaster recovery plans are also essential for minimizing the damage and maintaining business continuity when and if major technical problems occur.

For "non-technical" business executives, MITOS provides peace of mind that their IT "house is in order," and in complete alignment with the specific needs of the business – now and in the future.

Having better visibility into IT's function and absolute confidence in the ability to sustain business continuity and recover from any major issues can be just as important as the performance gains and cost right-sizing that MITOS typically delivers.



The Swenson Group  
People • Passion • Purpose

# MITOS™ - IT Management Made Easy for the “Non-IT” Executive

MITOS™ (Managed Information Technology & Output Services) is the result of a pioneering integration of two traditionally disparate managed services offerings – *Managed Network Services (MNS)* and *Managed Print Services (MPS)* – for the purpose of leveraging the natural synergies and economies that exist by consolidating the two under a common management platform and the resulting cost, efficiency and predictability it provides to customers.

## Managed Network Services (MNS)

MNS is at the core of MITOS and consists of outsourced monitoring and management of either specific components or all of an organization’s IT function, infrastructure and operations.

Whether utilized to completely manage and maintain the IT function or simply to augment dedicated IT resources so they can focus on high value business-critical initiatives, rather than low value help desk, system administration, user support, etc., functions, MNS is a best practice for improving business continuity, efficiency and productivity.

## Managed Print Services (MPS)

MPS is the outsourced management and delivery of assets (hardware, software, peripherals, etc.), services and supplies related to document creation, reproduction, storage and workflow. Although one of the most expensive and resource-intensive components, document infrastructure is perennially the “black sheep” of IT, so it’s routinely mismanaged, underperforming and thus more costly to the business than if it were managed by focused subject matter experts.

Because document output and workflow fall under IT, but are seldom a high priority, performance is not usually closely monitored, especially when in the midst of a multi-year vendor contract. So performance and cost are not right-sized to the business and the many customer benefits and economies of having document output and workflow tightly integrated and managed in conjunction with the rest of the IT function, operations and budget are not being realized.

MITOS is the coordinated delivery of best practices from both MNS and MPS. By integrating the two, MITOS delivers a complete managed IT solution and offers business owners and executives unbiased visibility into the IT function, as well as peace of mind that performance is optimal, risks are minimal and that IT is always aligned with the specific needs of the business.

## The MITOS Advantage:

- System, application and asset performance optimization – increasing staff productivity
- Reduced management and maintenance costs
- Proactive application of patches, updates and fixes that prevent most business- and user-impacting issues from ever occurring
- Remote help desk and issue remediation
- Onsite issue resolution as/when needed
- Best practices for security, data back-up, disaster recovery, licensing and system/password administration and documentation
- Strategic planning, budgeting and ongoing IT alignment with business

## About The Swenson Group

The Swenson Group is a certified member of the Agiliant Affiliate Network™ (AAN). The AAN is a highly integrated coalition of leading managed services providers with standardized and synchronized operations to deliver highly scalable, efficient and comprehensive solutions for the information technology (IT) management needs of business. The cumulative knowledge base of the AAN is centrally managed, yet locally operationalized within each AAN member to deliver highly coordinated economies, best practices and uniform pricing and service levels to organizations nationwide. The AAN is the exclusive source for MITOS™ (Managed Information Technology & Output Services), the new standard for optimized IT management services. Visit [www.swensongroup.com](http://www.swensongroup.com) for more information.



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